

mspnice award

October 25th, 2017

Greetings Managers,

One of your employees, Rodney Garayt, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Rodney for his outstanding commitment to customer service at MSP.

Our thanks go out to him on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Rodney!



Rick Decker, MAC Manager, Landside Operations; with Rodney Garayt, Quick Ride

Customer compliment:

On July 7th, we rode the shuttle from MSP to the Quick Ride Ramp to get our car after a trip. In a moment of carelessness, I picked up a suitcase but managed to leave my backpack, which contained some pretty important items. Most of the way home, I realized that I had no idea where I'd put the backpack, which got me worried. A quick check confirmed my fears and we headed back to MSP. When we got there, another of your drivers said that he thought the pack might be on Rodney's van. When I got to his van, Rodney handed me the backpack telling me where I'd left it in the van. Please give Rodney the enclosed note thanking him for his care and responsibility. I realized later that I hadn't thanked him enough, especially given the value what was in the backpack. I have been a Quick Ride customer for many business and pleasure trips.

The help I got today means that I will continue to choose the ramp for my airport parking.

Rick Wilson